

**In the Matter of:**  
**VERONICA DAVIS**  
**vs.**  
**CONN APPLIANCES**

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**ARBITRATION**

*Volume I*

*January 17, 2006*

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VERONICA DAVIS vs CONN APPLIANCES  
Arbitration

1 AMERICAN ARBITRATION ASSOCIATION

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3 VERONICA DAVIS,

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5 Claimant,

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7 vs.

Case No.

01-17-0006-8007

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9 CONN APPLIANCES, INC.,

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11 Respondent.

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ARBITRATION

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February 5, 2019

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A P P E A R A N C E S

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1 already for you. So whenever we make a statement,  
2 we're going to give you the case law. And hopefully,  
3 Mr. Troutman makes a statement like initiated calls  
4 are different than calls made. We have all the cases  
5 regarding that.

6 THE ARBITRATOR: Thank you.

7 MR. TROUTMAN: Thank you for taking a few  
8 minutes with us or actually, I guess, the whole day,  
9 Arbitrator. This is a really important case for  
10 Conn's, and we appreciate your taking some time.

11 I am absolutely honored to represent Conn  
12 Appliances, and they have here the head of compliance  
13 for Conn Appliances that you're going to get to hear  
14 from today.

15 Now, the Claimant has already begun and will  
16 continue, as I suppose is their job, to cast scorn  
17 upon Conn Appliances, and I think he said they're the  
18 most prolific violator of the TCPA out there. Well,  
19 it's quite literally Mr. Walton's job to make sure  
20 that that's not true. And he's going to look you in  
21 the eye today and tell you everything he does to make  
22 sure that this very, very conservative  
23 compliance-oriented company complies with the law,  
24 including the TCPA.

25 And you will learn that these claims about us